

- Be informed of hospital policies and regulations that affect you and your treatment and about charges and payment methods.

- The patient and physician may deem it necessary to restrict visitors, telephone calls and mail, based upon medical conditions and or the negative effect these communications may have on the course of treatment.

- Patients can expect safety in hospital practices and environment. Patients can expect Darnall Hospital to establish & maintain integrative safety procedures. Darnall's patient safety and medical errors avoidance programs focus on prevention and improving systems and processes that prevent errors.

### ***Patient Responsibilities***

As a patient at Darnall Army Community Hospital you are responsible for:

- Responding to hospital employees in a considerate and respectful manner.

- Providing complete and accurate information regarding your health and medical condition. This includes past illnesses, hospital stays, and the use of medications.

- Asking questions when you do not understand information or instructions. If you believe you can't follow through with your treatment you are responsible for telling your doctor.

- Fully disclosing of all health and liability insurance policies, and ensuring that

financial obligations for your health care are fulfilled as promptly as possible.

- Furnishing the Patient Administration Division a copy of your Advanced Directive or Living Will, if one exists.

- Informing your health care provider if you do not understand what he/she is discussing with you.

- Advising appropriate staff members of any dissatisfaction you have with your care at Darnall, and to permit us to modify the outcome, when possible.

- Considering the rights and privacy of others. Help control noise and limit the number of visitors you receive at any one time. In addition, if you have a communicable disease, consider the rights of others.

- Respecting the property of other people and of the hospital.

- Keeping scheduled appointments or give proper notice to the clinic or Patient Appointment System for necessary changes.

- Informing your health care provider or hospital staff, if you have questions about any safety risks involved in your care.



Darnall Army Community Hospital  
Fort Hood, Texas 76544  
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# **PATIENT**

## ***Bill of Rights & Responsibilities***



Effective health care requires a partnership between patients, physicians and other healthcare professionals. Open and honest communication, respect for personal and professional values, and sensitivity to differences are important to good patient care.

Darnall Army Community Hospital strives to provide a foundation for understanding and respecting the rights and responsibilities of patients, families, physicians, and other caregivers. The hospital seeks to ensure a health care ethic that respects the role of patients in decision making about treatment choices and other aspects of their care.

### ***Patient Rights***

As a patient at Darnall Army Community Hospital you or your agent have the right to:

- Considerate and respectful services.
- Current and complete information about your diagnosis, treatment and the expected results.
- Assessment and effective management of pain.
- Know which doctor or health care provider is primarily responsible for your care.
- Consent to or refuse a treatment, as permitted by law, throughout your hospital stay. (Procedures for active-duty personnel to decline treatment are governed by

Army Regulation 600-20, Paragraph 5-4.)

If you refuse a recommended treatment, you will receive other needed and available care.

- Have an Advance Directive, such as a Living Will. This document expresses your choices about your future care or names someone to speak for you when you cannot. If you have a written advance directive, you should provide a copy to the hospital, your family and your doctor.
- Privacy, including the right to request a chaperone. The hospital, your doctor, and others caring for you will protect your privacy as much as possible.
- Confidentiality. Expect that treatment records are confidential unless you have given permission to release the information, or that it is part of a report that is required or permitted by law. Confidentiality is also stressed when records are released to third party agencies such as insurers. (Medical record information is released only in accordance with Army Regulation 40-66, Chapter 2.)
- Expect that the hospital will give you necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended or requested, and you will be informed of risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you.
- Know if this hospital has relationships with outside parties that may influence your treatment and care. These relation-

ships may be with education institutions or other health care providers or insurers.

- Be told of realistic care alternatives when hospital care is no longer needed.
- Consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
- Initiate a complaint regarding the quality of your care, expecting to have it reviewed and resolved or explained. You have the right to know about hospital resources, such as patient representatives or ethics committees that can help you resolve problems and questions about your hospital stay and care.

